



## KEES Phase 1 Complete, Online Portal Live

### *Inside This Issue:* Online Portal and PE Tool first product KEES Phase 1

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Steadfast to the overall objective of implementing the Kansas Eligibility Enforcement System (KEES) project on time, within budget, and with necessary functionality, KEES Phase 1 was launched in “controlled production” on July 27 and began full production on September 7.

As part of a phased implementation, KEES Phase 1 was designed to implement an online portal for the Medical program.

The online portal is a user-friendly, customer-based, online information system designed to allow citizens to perform a self-assessment to check if they may be eligible for benefits, to apply for ben-

efit determination for Kansas medical programs, and to check the status of their application.

Additionally, the objective was to replace the existing Presumptive Eligibility Assessment spreadsheet for the HealthWave program with an online Presumptive Eligibility (PE) Tool.

On July 27, small groups of users began using and validating that the online portal and PE Tool were working as designed.

During this “controlled production” period, the online portal was made available to only a select group of community support staff at clinics and hospitals, also known as

Qualified Entities (QE).

The QEs help their clients determine whether they could be eligible for medical assistance and apply for Medicaid. The time within controlled production also allowed the State of Kansas to determine whether the new system and trained staff were ready for full production.

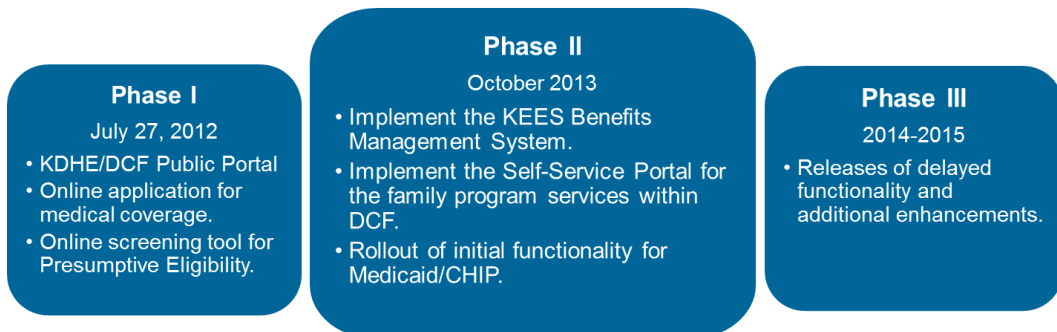
Moving forward, KEES will significantly improve and streamline the customer experience for medical programs and family program services, making it easier for customers to access their benefits and information about their benefits in locations and at times that are convenient for them.

see Phase 1, page 4

### Terms to Learn

- ◆ Controlled Production
- ◆ Business Process Redesign (BPR)
- ◆ Resource Network
- ◆ Regional Resource Agent (RRA)

## KEES Phased Implementation



## Training Development for KEES Phase 2 Launched with Training Workshop

On September 18, the Kansas Eligibility Enforcement System (KEES) Training Team officially launched the KEES Phase 2 training development by hosting a 3-day training workshop.

The workshop was open to members of the KEES implementation team and trainers from the Kansas Department of Health and Environment (KDHE), the Kansas Department for Children and Families (DCF) and Accenture.

A key goal for the workshop was to provide participants with the ‘big picture’ of KEES Phase 2 and how it builds on the KEES Phase 1 implementation.

The workshop detailed the KEES Phase 2 training development/delivery timeline and how training delivery will be accomplished in the months ahead. The workshop also explored various topics related to KEES system functionality and detailed what users can expect.

## Site Assessments Conducted at DCF Offices to Document “As-Is” Processes

The Kansas Eligibility Enforcement System (KEES) Implementation Team completed four targeted site visits for KEES Phase 2 during August and September.

Site visits were completed in the following Kansas Department for Children and Families (DCF) field offices: Kansas City, Pittsburg, Hutchinson, and Hiawatha. The site assessments were conducted to validate the “as-is” business processes of a representative sample of large, medium, and small offices.

The offices were selected based on their integration of a fully-operational business process redesign (BPR). KEES Phase 2 will support, compliment, and preserve the positive changes already implemented through BPR.

Information collected from the site visits is helping KEES project staff to understand, at a high level, the processes that are being followed in the DCF field offices. This information will be used to set a baseline with which to measure how much impact

and change the implementation of the system will have on the field offices.

Project staff will begin conducting site visits to all offices in order to begin discussions about the impacts and making plans for the change. An example of the types of changes we will see with KEES is the use of imaging in offices. Imaging will continue a process of moving from paper to electronic documentation (e.g., receipts, copy of driver’s license, etc.) and the considerations on how this will change the flow of received paper materials, physical space, etc., are the types of topics to be discussed in these future site visits.

The KEES Implementation Team is responsible for all project documents and activities related to training, enterprise readiness and change management. Documents will be created that provide a summary of the site visit findings and describe the activities and products planned to address the impacts of change on all identified KEES end users.

### Training Workshop Objectives:

- ◆ Present participants with the ‘big picture’ of the KEES Project as well as KEES Phase 2 training work effort.
- ◆ Support active working sessions to continue the development of a partnership across all agencies and to set the foundation for the KEES training team development work
- ◆ Discuss materials customization work for KEES Phase 2 in order to create a comfort level with materials provided by Accenture
- ◆ Review the initial KEES Phase 2 training curriculum
- ◆ Determine goals and expectations for working as a team



As the KEES training team launches KEES Phase 2 training development, what are your expectations as a likely recipient of training? Please share your thoughts at [training@KEES.ks.gov](mailto:training@KEES.ks.gov).

### Thanks and appreciation to the DCF Site Visit Hosts:

- ◆ Kansas City: Carla Southhard, Program Administrator
- ◆ Pittsburg: Kathy Hamilton, Supervisor
- ◆ Hutchinson: Ken Davidson, Assistant Program Administrator – West
- ◆ Hiawatha: Amy Smith, Supervisor



## KEES Resource Network: Regional Resource Agent Spotlight

### *Kansas Department for Children and Families (DCF) East, Wichita Regional Resource Agents*



**Donna Uhl**

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**East Region:** Marysville, Hiawatha, Topeka, Ottawa, Oswatomie, Fort Scott, Pittsburg, Columbus, Independence, Parsons, Chanute, Iola

Office Location: Topeka

**Prior Experience:** Work Readiness Specialist (Emporia); Human Services Specialist (Emporia); ILS Coordinator (State of South Dakota)

#### **Immediate Goals as Regional Resource Agent:**

Inform; Educate and Motivate

**An Exciting Aspect of KEES:** It's a kinetic, user-friendly as well as mobile program that allows connectivity to the same client information, enabling offices to collaborate and work in a unified fashion.

**Unique Aspect about Region:** Some of the DCF offices within the East Region are roughly 30 minutes away from other neighboring states.



**Kristen Zluticky**

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**Wichita Region:** Wichita Service Center, Winfield, El Dorado, Pratt

Office Location: Wichita

**Prior Experience:** Special Investigator, (Wichita); Human Services Consultant (Wichita); Staff Development Specialist (Wichita); Human Services Specialist (Wichita)

**Immediate Goals as Regional Resource Agent:** Establishing a Resource Network (a local resource liaison in each office); Providing awareness about KEES; Assisting with "as-is" site visits.

**An Exciting Aspect of KEES:** The automation of some processes will improve the eligibility process which will allow clients to receive services quicker, in many cases the same day.

**Unique Aspect about Region:** The Kansas DCF Wichita Service Center employs 1/3 of the total employees state-wide and generates the greatest volume of cases/applications.

### **What is a Regional Resource Agent (RRA)?**

The KEES project has dedicated staff called "Regional Resource Agents" who will be responsible for communicating the excitement, possibilities and details of the new eligibility system, listening to feedback and preparing the agencies and end users for implementation.

The Kansas City and West Regional Resource Agent positions are vacant. If you are interested in learning about these opportunities, please contact the KEES Resource Agent Lead, Kim Burnam at [kburnam@kdheks.gov](mailto:kburnam@kdheks.gov)



For any questions regarding the KEES Resource Network or to share your thoughts, please contact [info@kees.ks.gov](mailto:info@kees.ks.gov)

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## Phase 1 Complete

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When the eligibility system component of KEES Phase 2 is introduced in the fall of 2013, it will improve the accuracy of eligibility determination. Additionally, it will help reduce fraud and waste by ensuring assistance for only those eligible for Kansas health and human services.

The new online portal was announced jointly by The Kansas Department of Health and Environment (KDHE) and the Kansas Department for Children and Families (DCF) on September 7.

### KEES Online Portal and PE Tool Activity:

(As of September 30)

- ◆ Received 739 applications through the online portal and have created more than 929 portal user accounts
- ◆ Processed 219 PE Tools with 198 approved

## KEES Hidden Word Puzzle

P R E S U M P T I V E E L I G I B I L I T Y  
T N E G A E C R U O S E R L A N O I G E R T  
K N D W V X S Y R R N N Z Q W Q R I Z P L M  
K E G B D R T R T R D M D N Y Y I N T R B B  
Q L E W W M N L G M B J T N M E J W V L Y Y  
P N Y S X G E Y Y Z Y L Q M S Z K T W G N D  
T G N P R P M M L M R G M A N E T O M T D Z  
L D N Y B E S M R X D M H T E Z N T R N L V  
V M K M G Y S Y Z L M P Z S Y L R A Y D R G  
D M Q M N P E O M J S P P J I R I L L N X Y  
Q V Q Y B L S B U E T H Q N T N D J J J L N  
D Y V M M D S K E R A D E V I X J D M B V Y  
T N V X R Y A K Z S C P Z N Z J Q W X V M M  
Y R B L T W E B E B O E G X D Z R W R N V D  
L V M L B V T I M R B Y N R Y M J M R P N M  
Q K R R R P I J T D M N L E D D Z R J M D G  
G M L Y G Y S A N V T V R N T L L B T L N D  
G X Q N B G L J W M M B J N V W R D D R D Y  
B J G V L M L R T N Z L Z W W W O Q L T R M  
L M N Q P B X Q L Y B M N N G T G R N L P Y  
Y R W M N M D P D B B Q Y J Y Q B Y K K L K

ONLINE PORTAL  
SITE ASSESSMENTS  
KEES RESOURCE NETWORK  
REGIONAL RESOURCE  
AGENT

PRESUMPTIVE ELIGIBILITY  
TRAINING  
KEES PHASE I  
KEES PHASE II

## KEES Website Available! Visit [www.kees.ks.gov](http://www.kees.ks.gov) today!

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